

FortiClient 6.2 and 6.4 Pricing and Licensing Change

Summary of pricing/licensing introduced in the Q2, 2020 price list

1. Introduction of the FortiClient Cloud SKU.

There is a new FortiClient Cloud SKU. Customers who prefer the version with hosted, cloud-based management can select this option. While this option isn't new, Fortinet no longer requires customers to purchase a separate FortiCloud Premium account, simplifying the purchasing and activation process. Under the FortiClient Cloud service, a customer can select the Security Fabric Agent, or the Security Fabric Agent plus FortiSandbox Cloud.

FortiClient Cloud:

- Eliminates the requirement for a FortiCloud Premium account
- Includes an optional FortiSandbox Cloud subscription
- Supports all FortiClient/EMS features including Fabric integration, telemetry, vulnerability scanning, web filtering, and secure remote access (VPN) functions. (It does not support Chromebooks, or Active Directory [AD] integration.)
- Is sold in packs of 25 and 500 and supports up to 5,000 endpoints per account

2. Stackable licenses are available.

The newer FortiClient SKUs (FortiClient Cloud and FortiClient 6.4) are truly stackable. In addition to ordering multiple packs to achieve the total number of seats/endpoints, customers can also add seats by simply purchasing more packs.

3. FortiClient Cloud is sold in packs of 25 and 500.

FortiClient 6.4 is sold in packs of 25, 500, and 10,000. The larger pack comes with a built-in volume discount. For example, for FortiClient 6.4, the per-endpoint price is \$10 in the 25 pack, but it goes down to \$8 per endpoint in the 500 pack, and \$6 per endpoint in the 10,000 pack.

4. A free FortiClient VPN agent.

Its limited functionality is still available as a free download at forticlient.com. Refer to FortiClient documentation for details.

Licensing at a Glance

	Options	Pack size	Features
FortiClient new stackable licenses (FortiClient 6.2 and 6.4)	FortiClient Security Fabric Agent	25,	Fabric Agent, VPN, SSO, AV, web filtering, application firewall, sandbox agent, central management Telemetry works automatically with FortiOS 6.2 and 6.4. New stackable licenses that include a volume discount.
	FC1-15-EMS01-297-01-DD	500,	
	FC2-15-EMS01-297-01-DD	10,000	
	FC3-15-EMS01-297-01-DD		
	FortiClient Security Fabric Agent + cloud sandbox	25,	Same as above +Access to FortiSandbox Cloud New stackable licenses that include a volume discount.
	FC1-15-EMS01-299-01-DD	500,	
	FC2-15-EMS01-299-01-DD	10,000	
	FC3-15-EMS01-299-01-DD		

	Options	Pack size	Features
	FortiClient for Chromebook FC1-15-EMS01-403-01-DD FC2-15-EMS01-403-01-DD FC3-15-EMS01-403-01-DD	25, 500, 10,000	Chromebook web filtering New stackable licenses that include a volume discount.
FortiClient 6.2 (original licenses)	FortiClient Security Fabric Agent FC1-15-EMS01-297-02-DD	25	Fabric Agent, VPN, SSO, AV, web filtering, application firewall, sandbox agent, central management Telemetry works automatically with FortiOS 6.2.
	FortiClient Security Fabric Agent + cloud sandbox FC1-15-EMS01-299-02-DD	25	Same as above +Access to FortiSandbox Cloud
	FortiClient for Chromebook FC1-15-EMS01-403-02-DD	25	Chromebook web filtering only
FortiClient Cloud	FortiClient Security Fabric Agent FC1-15-EMS03-297-01-DD FC2-15-EMS03-297-01-DD	25, 500	Same as FortiClient 6.2 FC1 → 25 pack FC2 → 500 pack Supports up to 5,000 endpoints.
	FortiClient Security Fabric Agent + cloud sandbox FC1-15-EMS03-299-01-DD FC2-15-EMS03-299-01-DD	25, 500	Same as the above + FortiSandbox Cloud Limit 500 seats
FortiClient new stackable licenses (FortiClient 6.2 and 6.4)	FortiClient Security Fabric Agent FC1-15-EMS01-297-01-DD FC2-15-EMS01-297-01-DD FC3-15-EMS01-297-01-DD	25, 500, 10,000	Fabric Agent, VPN, SSO, AV, web filtering, application firewall, sandbox agent, central management Telemetry works automatically with FortiOS. New stackable licenses that include a volume discount.
	FortiClient Security Fabric Agent + cloud sandbox FC1-15-EMS01-299-01-DD FC2-15-EMS01-299-01-DD FC3-15-EMS01-299-01-DD	25, 500, 10,000	Same as above +Access to FortiSandbox Cloud New stackable licenses that include a volume discount.
	FortiClient for Chromebook FC1-15-EMS01-403-01-DD FC2-15-EMS01-403-01-DD FC3-15-EMS01-403-01-DD	25, 500, 10,000	Chromebook web filtering New stackable licenses that include a volume discount.

Typical licensing scenarios and how to upgrade within the license terms:

Current licenses	Within license term	Renewal time
Customer with FortiClient/EMS 6.2 licenses wishes to upgrade to FortiClient/EMS 6.4	Download EMS 6.2 to perform a one-time upgrade. They can also choose to change their contract to FortiClient/EMS 6.4 on the FortiCare site, or by contacting the customer service team.	If a customer doesn't update their contract to 6.4 at renewal time, it may cause confusion as there is no record of them using version 6.4.

Current licenses	Within license term	Renewal time
Customer has FortiClient 6.2 with EMS. Due to telework, they need to get a burst of new licenses	Purchase the additional licensing using the new FC1, stackable SKU. This will allow customers to immediately increase license count. However, the license end date may not match the end date of the existing licenses. When the first “batch” of licenses are expiring, work with the renewal specialist to bring all licenses to the same end date.	
Customer with FortiClient/EMS 6.2 wishes to migrate to FortiClient Cloud	At this point, there is not a shortcut for migration. Customers will need to work with our sales team to purchase new licenses and deploy FortiClient Cloud.	
Customer's existing contract is EMS 6.0 with 500 FortiClient licenses	Download EMS 6.2 to perform a one-time upgrade. It will include 500 FortiClient Security Fabric Agent 6.0 licenses. The customer gains telemetry with FortiGate FortiOS 6.2 regardless if they paid for the telemetry license in 6.0.	1. Customer buys the new FortiClient 6.2 SKU (20 packs) 2. Optionally upgrades to FortiClient Fabric Agent plus FortiSandbox Cloud
Customer is running FortiOS 6.0 and plans to upgrade to FortiOS 6.2. Existing contract: 1. 500 telemetry licenses 2. Free FortiClient without EMS (no EMS license)	1. Customer will need to purchase FortiClient/EMS licenses. Likely, back in May 2019, Fortinet deposited 500 FortiClient/EMS 6.2 licenses into their account. If it has not yet expired, the customer can use these free licenses, but will need to pay for renewal. 2. The only free option is the FortiClient VPN client.	
Customer is running FortiGate with FortiOS 6.0 and uses FortiClient 6.0 (VPN agent) and the free configurator	When upgrading to FortiOS 6.2, the customer can use the free FortiClient VPN agent. However, there is no free configurator. For a preconfigured VPN agent to achieve auto-connect and always-on VPN, the customer needs to purchase FortiClient 6.2 with EMS.	

Frequently Asked Questions

Licensing and SKU questions

- Q:** What are the differences between FortiClient 6.2 and FortiClient 6.4 licenses?
A: The licenses under 6.4 headers have the newly introduced license SKU. They are stackable and when activated, seats are automatically added to the contract. These new SKUs also have larger packs. FortiClient 6.2 and 6.4 licenses are interchangeable.
- Q:** What are stackable licenses?
A: With the new stackable licenses, customers can add more seats by simply purchasing more packs.

For example:

A customer purchased 500 FortiClient/EMS 6.4 licenses on June 1, 2020, that will expire May 31, 2021. A month later, they need to add 100 more seats. Instead of going through the co-term process, they can simply purchase 4 packs of 25 seats, activate them, and get two contracts into their system.

The first contract of 500 will end on May 31, 2021, and the second contract of 4 packs of 25 ends on June 30, 2021. When it is time to renew the 500 licenses in May 2021, the customer can work with our renewal team to co-term the second contract to bring everything to the same end date.

Contract #1 500 seats	June 1, 2020	07012020	8	9	10	11	12	1	2	3	4	May 31, 2021
Contract #2 100 seats		July 1, 2020										June 30, 2021

3. Q: The new stackable licenses are listed under FortiClient 6.4, but can I use them for FortiClient 6.2?

A: Yes, your customer can use the new stackable license for renewal or adding seats.

4. Q: If FortiClient 6.2 and 6.4 licenses are interchangeable, why are there separate sections?

A: We put the new SKU under 6.4 as a way to indicate a new license/SKU type. In the future price list, we will simplify it.

5. Q: My customer has 2,000 FortiClient Fabric Agents with EMS 6.2 that expire in two years. Now they want to add 500 more seats. What should I recommend?

A: You can use the new stackable licenses to add seats.

6. Q: When do I use co-term licenses?

A: Customers with FortiClient/EMS 6.0 and 6.2 need to ALWAYS use the co-term process to add seats. Customers with FortiClient/EMS 6.4 and FortiClient Cloud licenses only need to use co-term if they want all contracts to have the same end dates.

7. Q: How do I quote FortiClient Cloud and FortiClient 6.4?

A: FortiClient Cloud has two pack sizes—25 and 500. You can combine any packs in the BOM to create the ideal license numbers. For example, if your customer is purchasing a one-year license for FortiClient 6.4 Secure Fabric Agent for 600 endpoints, the BOM will look like:

4X FC1-15-EMS01-297-01-12 (4 x 25 pack) MSRP \$250 (\$10 per endpoint)

1x FC2-15-EMS01-297-01-12 (1 x 500 pack) MSRP \$4,000 (\$8 per endpoint)

Since the 25 pack SKU will have a higher per-endpoint price (\$10 per endpoint), you might need to apply a discount on the 25 pack to match the per-endpoint price of the 500 pack.

8. Q: Can a customer still order FortiClient 6.0 licenses?

A: Yes, use the internal price list.

9. Q: If new FortiClient customers are running FortiGate FortiOS 6.0, what should they buy?

A: Customers can order FortiClient 6.0 using the internal price list. If they also want the endpoint telemetry, they would need to purchase the separate telemetry SKU and apply the contract to the FortiGate receiving the telemetry. Please remind the customer when they upgrade to FortiOS and FortiClient 6.2, they will no longer need the telemetry licenses.

10. Q: If a customer running FortiClient/EMS 6.2 wishes to upgrade to FortiClient/EMS 6.4, what's the process?

A: FortiClient 6.2 and FortiClient 6.4 licenses/SKUs are interchangeable. There is no specific upgrade process required. The customer can simply download the latest FortiClient/EMS version (6.4.x) to upgrade, and can add seats and renew using the same SKU.

FortiClient Cloud Questions

11. Q: What's the difference between FortiClient/EMS and FortiClient Cloud?

A: FortiClient Cloud is comparable to FortiClient EMS 6.2.x with the following exceptions:

FortiClient Cloud does not support the management of Chromebooks. And it does not support AD integration. Details can be found at: <https://docs.fortinet.com/document/forticlient-cloud/6.2.0/cloud-deployment/384234/limitations-of-forticlient-cloud>.

12. Q: Does FortiClient Cloud have any deployment size limitations?

A: FortiClient Cloud now supports up to 5,000 endpoints.

13. Q: What's the code base of FortiClient Cloud?

A: The FortiClient Cloud back-end management console is based on EMS 6.2.x code.

14. Q: Can the customer control the version number of the FortiClient Agent deployed in their environment?

A: Yes, with FortiClient Cloud, customers can configure deployment packages and manage the FortiClient agent running on Windows, Mac, and Linux with FortiClient Agent 6.2.x to best fit with the FortiOS they are running.

Name	Versions	Type
6.4.0	6.4.0 6.4.0	Official
6.2.7	6.2.7 6.2.7	Official
6.2.6	6.2.6 6.2.6	Official
6.2.5	6.2.5 6.2.5	Official
6.2.4	6.2.4 6.2.4	Official
6.2.3	6.2.3 6.2.3	Official
6.2.2	6.2.2 6.2.2	Official
6.2.1	6.2.1 6.2.1	Official

8 entries loaded

15. Q: Does FortiClient Cloud support Chromebooks?

A: No, not currently. However, this is on the road map.

16. Q: I have a customer running FortiGate 6.0 and is interested in FortiClient Cloud. Does FortiClient Cloud work with FortiOS 6.0? If so, what are some of the limitations?

A: FortiClient Cloud is based on EMS 6.2 code, so all limitations specified in FortiClient 6.2 are applicable. Please refer to FortiClient 6.2 documentation and release notes here:

<https://docs.fortinet.com/product/forticlient/6.2>

<https://docs.fortinet.com/document/forticlient/6.2.6/windows-release-notes>

17. Q: I have a customer who purchased a new FortiGate running FortiOS 6.4 and is interested in FortiClient Cloud. Since FortiClient Cloud is based on the EMS 6.2 code base, will there be compatibility issues?

A: Due to a change in the Fabric Connector in 6.4, there is a backward compatibility issue in FortiOS 6.4 with FortiClient/EMS 6.2 and FortiClient Cloud. If your customer is on FortiOS 6.4, we recommend that they use FortiClient/EMS 6.4. Alternatively, the FortiClient Cloud customer can request a TAC ticket to migrate their FortiClient Cloud instances to version 6.4. However, this process is not reversible once migrated.

FortiClient 6.0 and 6.2 Questions

18. Q: We have customers that are running unmanaged (free) FortiClient instances and use the endpoint telemetry/compliance license on their FortiGate for endpoint telemetry. What do they need to do when upgrading their FortiGate to FortiOS 6.2?

A: Starting with FortiClient 6.2, we no longer offer free standalone FortiClient, and FortiOS 6.2 does not require a telemetry license to receive endpoint telemetry from FortiClient. However, to facilitate the transition for existing customers that have paid for telemetry licenses prior to May 1, 2019, we are offering a one-time upgrade.

- Customers with FortiGate telemetry/compliance-only licenses registered on their FortiCare accounts as of May 1, 2019, will receive FortiClient Fabric Agent 6.2 licenses with the same number of endpoints and expiry date.
- Only one contract per account will be granted free licenses. If a customer has multiple telemetry license contracts, the one with the highest number of seats and expiry date will be used.
- The FortiClient Fabric Agent 6.2 licenses were likely automatically added to eligible accounts by May 15, 2019. Customers are expected to purchase FortiClient Fabric Agent 6.2 licenses after their current ones expire.

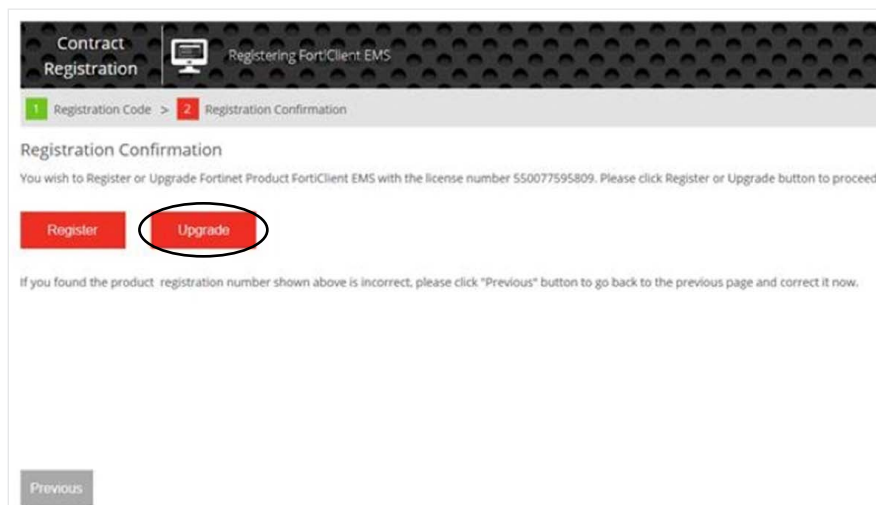
19. Q: My customer is still using FortiOS 6.0 and FortiClient with EMS 6.0. Is version 6.0 still supported? Can the customer order the 6.0 SKU for renewal?

A: Yes, FortiClient/EMS 6.0 is still supported but the SKU has moved to an internal price list for renewal orders.

20. Q: Can my customer upgrade their FortiClient EMS licenses? How do they upgrade from 6.0 to 6.2?

A: Customers running licensed FortiClient with EMS 6.0 can upgrade their EMS to 6.2. Simply visit FortiCare.com and download and execute the new EMS build.

Once your customer has upgraded EMS, they can register the new FortiClient license on FortiCare by selecting the “upgrade” option. This will cancel the old EMS license and apply the new license version to the current EMS.



21. Q: Will there be free FortiClient downloads for versions 6.2 and 6.4?

A: No. Starting with version 6.2, we do not offer free full-featured versions of FortiClient. However, we still offer a free FortiClient VPN agent with limited functionality.

22. Q: Will there be a free VPN client? What are the limitations?

A: Yes, there will be a free VPN client. Since we no longer offer the free configurator tool, the free VPN cannot be preconfigured. As a result, we highly encourage customers to license FortiClient 6.2. They will benefit from centralized management and pre configuration. They can also leverage the Fabric Agent to gain endpoint visibility alongside VPN.

23. Q: My customer used the free FortiClient configurator tool. Is it still available?

A: No. Starting at version 6.2, we discontinued the free configurator tool. All customers with FortiClient 6.2 will set up EMS and use the EMS to configure installation.

24. Q: Is there a plan for a rebranding tool for FortiClient 6.2/6.4? If yes, when will it be released?

A: FortiClient 6.2 and 6.4 currently do not have rebranding support. Please use the NFR process, and if you need this for certain deals, please utilize "Top 3."

25. Q: Are FortiClient 6.4 and 6.2 backward compatible with the older versions of FortiOS?

A: In general, we recommend matching the FortiOS version with the FortiClient version. FortiClient 6.2 will work with the older versions of FortiOS; however, some functionality may be limited. For example, FortiOS 6.0 security profile/endpoint compliance may not work properly with FortiClient 6.2. For more details and compatibilities, please refer to the admin guide or the compatibility chart here: <https://docs.fortinet.com/document/forticlient/6.4.0/compatibility-chart>.



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